



## RSP Procedures

### **1. Programme of Work**

The RSP will hold a scoping meeting to agree their next Scrutiny review. A project plan will then be developed by the RSP for the development of their review.

The priority areas for their future investigations will be determined using feedback from all available information sources which include:-

- a) Performance indicators and comparative benchmarking with other housing providers
- b) Issues raised through Ongo Homes, Community Voice or other Customer Engagement Structures
- e) Customer feedback mechanisms, e.g. customer satisfaction surveys and complaints
- d) External assessments, peer reviews of Ongo Homes services (for example Regulator for Social Housing, Housing Ombudsman requirements or TPAS)
- e) Consideration of requests for scrutiny reviews from ELT, CV or the wider customer base
- f) Following completion of a Scrutiny review the panel will conduct an evaluation with the Customer Engagement Team

### **2. Accountability/responsibilities**

The RSP will consider any 'Requests for Scrutiny' from ELT, Community Voice or other sources identified in number 1 above.

- a) Staff have a responsibility to respond appropriately and in a timely manner to RSP requests and recommendations
- b) The RSP can request to commission additional evidence if and when required to help with its review
- c) The RSP can request a member of Ongo Homes staff to attend its meetings to present evidence
- d) The RSP will use a standard reporting template which is based on SMART (specific, measurable, accountable, realistic, time bound) objectives
- e) On completion of their investigation, the RSP will initially present a draft report to the Senior Managers (including relevant HOS) from the service area investigated for additional challenge/comments, and thereafter Ongo Homes ELT for additional challenge/comments. The RSP will have the final decision on whether the report will be amended or not
- f) Community Voice will consider the report at their next available programmed meeting. Members of the RSP will be in attendance at the

Community Voice meeting to present their report. Community Voice will be asked to take a decision on recommendations put forward

- g) Following Community Voice approval, the service area affected will plan to implement the recommendations within a specified timescale (monitored via a performance management system), designed to deliver and implement the scrutiny panel's recommendations
- h) Feedback on progress with the recommendations will be communicated back to the RSP annually or more frequently where appropriate. Mystery shoppers can undertake reality checks as and when required
- i) If the RSP is dissatisfied either with the Community Voice response or progress from the recommendations then the panel can raise its concerns to ELT. ELT should consider this at its next available meeting and respond in a timely manner. In the unlikely event of issues remaining unresolved, then an appropriate form of mediation may be sought to bring about a resolution
- j) The Customer Engagement Team will publish current reports and recommendations to ensure transparency
- k) An annual resident scrutiny impact assessment will be completed and shared with Community Voice
- l) The achievements of the resident scrutiny panel will be promoted via Key News and the Ongo Homes website
- m) In the event of the ELT having concerns about RSP compliance with its Terms of Reference, representatives from the Executive Leadership Team or Customer Engagement Team will attend the next meeting of the RSP to raise and discuss these concerns

### **3. Support from Ongo Homes and Access to Information**

The following support mechanisms will be in place for the Resident Scrutiny panel:

- a) The Customer Engagement Team will provide support to the RSP and will act as the main support link between the scrutiny panel and Ongo Homes
- b) RSP members will have the required resources to operate effectively including access to computers/ laptops/internet access and a meeting room within Ongo Homes
- c) The Customer Engagement Team will provide appropriate support as and when required, to include - arranging meetings with staff, reimbursement of expenses, requests for information and all relevant documentation during an investigation
- d) RSP members (at the individual's discretion) are entitled to claim expenses for: travel, internet of £20.00 per month (providing a copy of the bill), one ream of paper per year
- e) Where appropriate information is not readily available, the RSP may ask for the commissioning of bespoke reports. Requests must be made via the Customer Engagement Team
- f) The RSP can request access to information and relevant reports from Ongo Homes to conduct its scrutiny activities
- g) The Customer Engagement Team will be responsible for ensuring that resident scrutiny information is kept up to date on the Ongo Homes website